

Florida **PALM**

Planning, Accounting, and Ledger Management



EXECUTIVE STEERING COMMITTEE

DEPARTMENT OF FINANCIAL SERVICES

JUNE 23, 2021



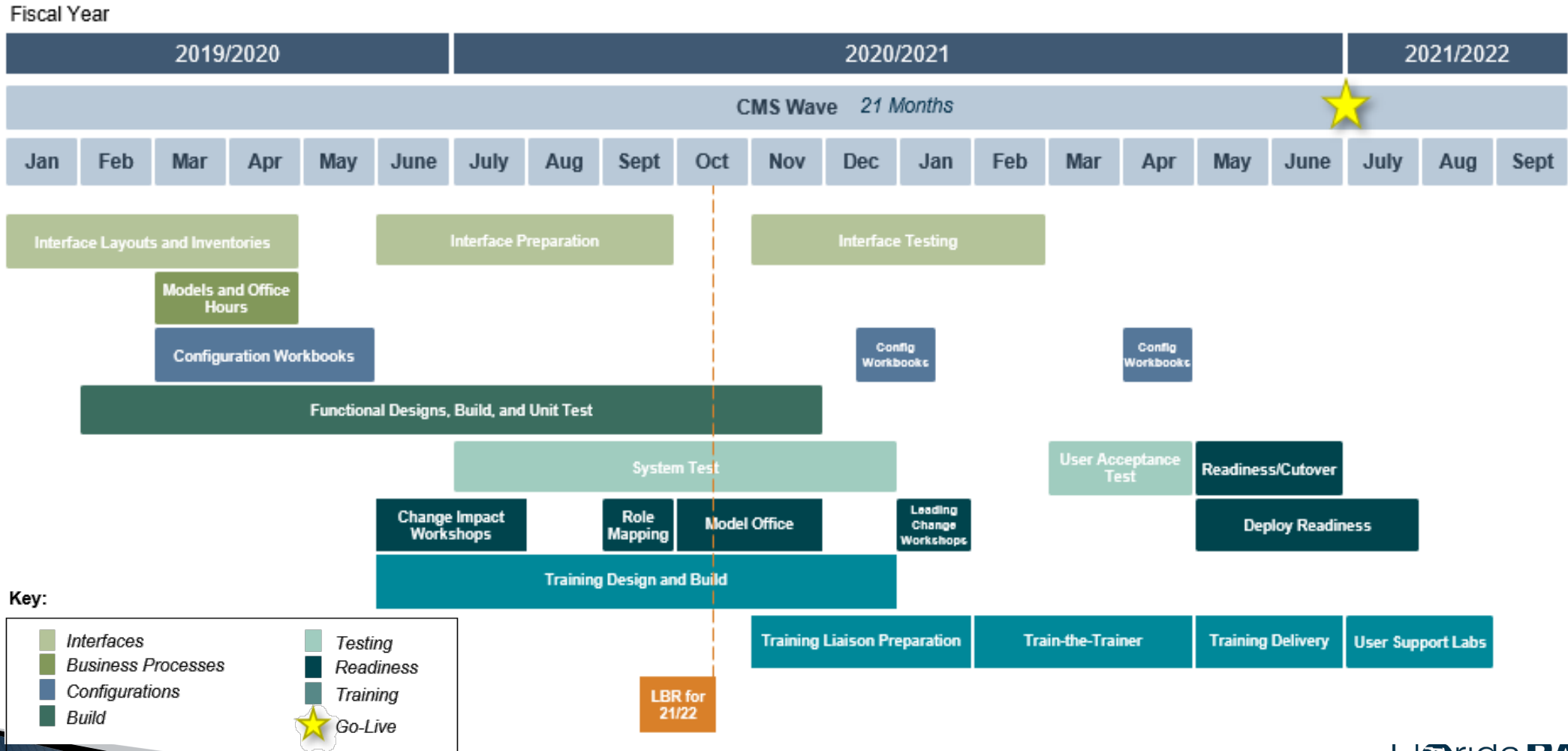
PROJECT UPDATE

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Florida PALM Project Update

Schedule – CMS Wave Activities



Florida PALM Project Update

CMS Wave

- ▶ Amendment 5 Update
- ▶ Amendment 6 Update
- ▶ PCR 79



Florida PALM Project Update

CMS Wave

- ▶ Known Issues Update
- ▶ Pre-Cutover Activities
- ▶ Planned functions for transition
 - July 6 (forms, CRA, COA)
 - July 15 (trust fund invest/disinvest)
 - July 19 (deposits and returned items)



Florida PALM Project Update

CMS Wave Training

▶ CMS Wave Training

- 34 of 34 agencies have accessed web-based training (WBT)
- 31 of 32 agencies, 252 participants, have participated in an instructor-led training (ILT)
- 27 agencies have completed ILT for 100% of their identified end users
- 32 of 34 agencies completed at least 70% of available training

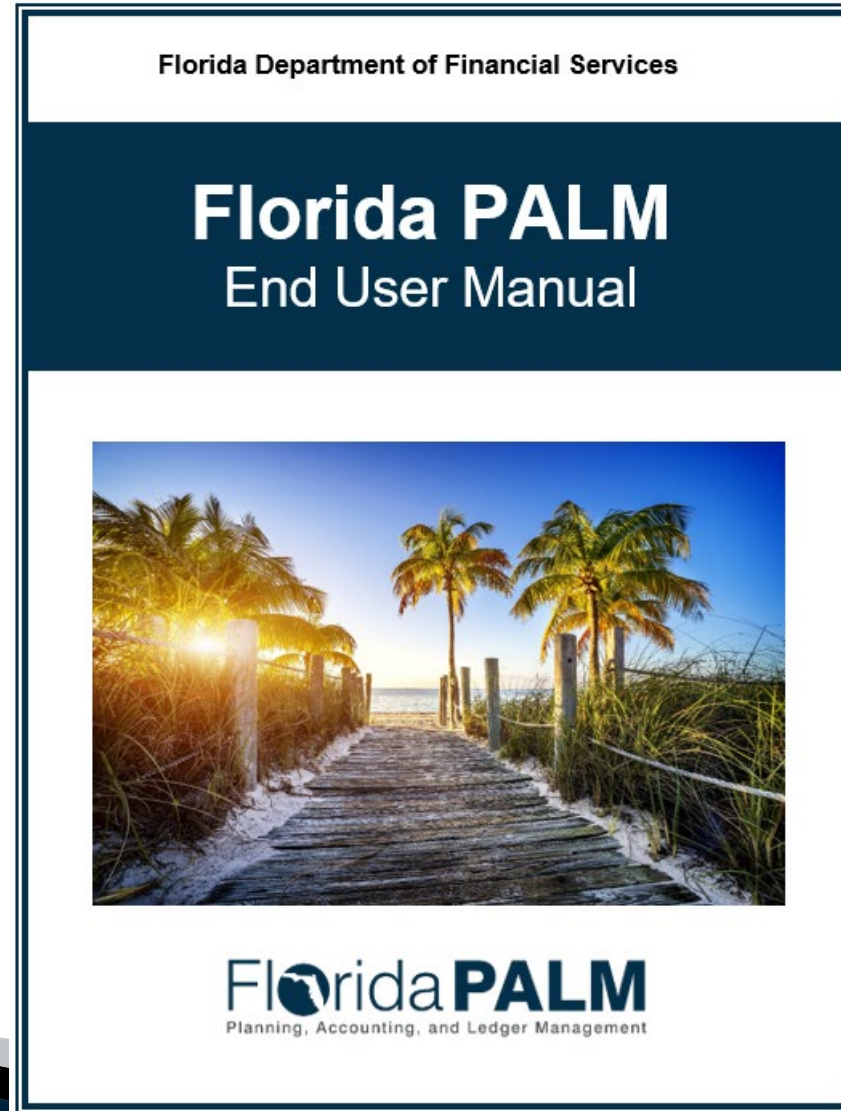
▶ User Support Labs begin July 13

- Registrations will be required
- 30-minute windows will be available
- Super Users should attend with end users (up to 3 per agency per registration)



Florida PALM Project Update

End User Manual



Florida PALM Project Update

Production Support

- ▶ Provides services for application maintenance, infrastructure maintenance and production operations support of the Florida PALM Solution.
 - Tier 0 (Super Users/Trainers) – Organizations will use these resource as the first line for questions and issue resolution before contacting the Florida PALM Solution Center.
 - Tier 1 (Florida PALM Solution Center) – where all inquires and direct end user interactions regarding the Florida PALM Solution will be routed, triaged, and resolved where possible, when not resolved by Tier 0.
 - Tier 2 (Production Operations Support) – provides additional support and resolution to functional incidents escalated from Tier 1.
 - Tier 3 (Application / Infrastructure Maintenance) – provides required break/fix changes to resolve incidents escalated from Tier 1 or 2; and, planned maintenance including applying application patches. (Implementation will follow Production Support Configuration Management Plan).



Florida PALM Project Update

Production Support

Welcome to the User Support Page

Tier 0 Support

Contacts for each agency's internal Florida PALM Support Team

- Agency Tier 0 Support
- Security Access Managers (SAM)
- Super Users
- CCN Contacts

PALM TECH

Florida PALM Training Resources

- Taking Florida PALM Training
- Learning Management System (LMS)
- Training Curriculum and Role to Course Matrix

Helpful Links

- Florida PALM Supported Browsers
- MyFloridaMarketPlace
- Department of Financial Services
- Division of A&A
- Division of Treasury
- People First
- Office of Florida Financial Education
- FLAIR (OIT Help Desk)
- Department of Revenue Taxpayer Assistance



SolutionCenter

Solutions in the PALM of your hand

Still have questions about Florida PALM? Contact the Florida PALM Solution Center!

Hours of Operation:
 8:00 a.m. to 5:00 p.m. (Eastern)
 Monday through Friday (Except Holidays)

Solution Center Contact Information:
Phone Number: Coming Soon!
Email: Coming Soon!
Other: Coming Soon!



Florida PALM Project Update

Production Support

- ▶ Planned Maintenance Windows:
 - July – Monday, Wednesday, Friday, 7pm to 8:30pm
 - August – Tuesday and Thursday from 7pm to 8:30pm
 - After August – Thursday from 7pm to 8:30pm



UPCOMING

MELISSA TURNER



Florida PALM Project Update

Upcoming

- ▶ Completion of Pre-Cutover Activities
- ▶ Start of Cutover Activities
- ▶ Decision to Launch
- ▶ Launch
- ▶ Daily Post-Launch Status
- ▶ Start of Post-Cutover Activities
- ▶ Completion of Cutover Activities



NEXT SCHEDULED MEETING

JUNE 30, 2021



CONTACT INFORMATION

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